

Avaya Communication Manager, Release 4.0

Known Issues and Workarounds for the S8400 Server

ID and Keywords Symptom:		Workaround
a00004s LSP (Local Survivable Processor), Upgrade, Security, File Transfer, Maintenance	IF: - The primary server is running Release 1.3 or earlier of Communication Manager, and - An LSP is running Release 1.3.1 or later... THEN: ...Filesync to LSPs does not work properly, and other transmissions through the server firewall do not behave as expected.	Even if nothing appears to have changed after creating this disparity between the primary server and the LSP, always re-administer the firewall. To do this: 1. Go to the Set LAN Security Web page and click the Advanced Settings button. 2. Review the settings. Make sure all needed ports are open, including shell on port 514. 3. Click the Set Security button. On a configuration with two servers, do this on both servers. Note: old Release Notes ID number = 000a04s
072032s Installation, Login, Maintenance, Network Region, Upgrade	IF: - You are using Profile 19, or a profile based on Profile 19... THEN: ...You appear to have access to the Avaya Installation Wizard, the Network Region Wizard, and the Upgrade Tool.	Ignore these options. Although they are visible, your profile does not have the permissions necessary to use them.
071765s File Transfer, Firmware Download, Maintenance, Appliance, Endpoint, H.323 IP, Telephone	IF: - You use the server which is running Communication Manager to download firmware vintage 2.8 for IP endpoints via TFTP, and - You attempt to use the Phone Settings button for that firmware... THEN: ...The attempt does not succeed.	Download the firmware via an external TFTP server, rather than the server which is running Communication Manager. When changing the settings (by changing the file 46xxsettings.txt), make sure to follow the instructions in the 4600 Series IP Telephone Release 2.8 LAN Administrator Guide (document 555-233-507), available at: http://support.avaya.com/japple/css/japple?PAGE=ProductArea&temp.productID=107755
071702s H.323 IP, Trunk, Blocked/Dropped Call	IF: - An endpoint on a Tenovis C3000 server places a call to a Communication Manager server... THEN: ...The call does not complete.	Contact your technical support organization. Request and apply the latest approved combo patch that includes patch 13818. Related document: PSN001332.
071689s	IF: - You attempt to use T.38 faxing capabilities with IA 770 and Communication Manager... THEN: ...The attempt does not succeed.	Refer to PSN001328 for instructions to add this capability. This Product Support Notice is available at http://support.avaya.com , under the product IA 770.
071609s H.323 IP, Registration, Appliance, Endpoint, Telephone	IF: - Your configuration uses Unnamed Registration, and - The form ip-network-map does not contain the IP address of a certain endpoint, and - That IP endpoint uses Unnamed Registration, and - That endpoint attempts to register... THEN: ...That endpoint cannot register successfully. After approximately ninety such attempts, no IP endpoint of any description can register.	Ensure that the form ip-network-map contains the required IP addresses.
071554s Administration, Appliance, Attendant, Button, Endpoint, Telephone, Administration	IF: - You upgrade to Release 4.0 of Communication Manager, and - You have attendant consoles with Class of Service 8, 9, 10, 14, 15, or 16, and - You use abbreviated-dialing buttons... THEN: ...The abbreviated dialing buttons might not display correctly on the attendant console form for those consoles.	Contact your technical support organization. Request and apply the latest approved combo patch that includes the Service Interrupting patch 13777. Note that, after applying the patch, you must re-administer any abbreviated-dialing buttons administered on the impacted attendants while running Release 4.0. Related document: PSN001329.
071516s Blocked/Dropped Call, Direct IP-IP (Shuffling), H.323 IP, SIP, Talkpath	IF: - Direct IP-IP (shuffling) is enabled, and - A SIP endpoint on one server calls a SIP endpoint on another server, and - There is a device between the two servers which changes version information in the SDP (for example, a Nextone box)... THEN: ...The call does not succeed.	Disable Direct IP-IP.

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071305s Duplication, Interchange, ISDN, System Reset, Blocked/Dropped Call	IF: - The servers undergo an interchange, and - The newly active server undergoes a reset system 1, and - A call is in progress over an ISDN-PRI trunk, and - That trunk is in a trunk group configured as NFAS with D-channel backup... THEN: ...The call might drop.	Contact your technical support organization and request that they look for the signature of this problem. If the signature is present, request and apply the latest approved combo patch that includes patch 13679. Related document: PSN001302.
071289s Blocked/Dropped Call, Conference, SIP, Talkpath	IF: - Three SIP endpoints are in a conference call, and - A fourth SIP endpoint joins the conference... THEN: ...The fourth endpoint cannot hear the conference.	Contact your technical support organization. Request and apply the latest approved combo patch that includes the Service Interrupting patch 13674. Related document: PSN001303.
071203s Coverage, Forwarding, Transfer	IF: - On the system coverage options form, you set the field External Coverage Treatment For Transferred Incoming Trunk Calls to Yes, and - One endpoint in your configuration transfers an incoming trunk call to another endpoint in your configuration... THEN: ...The call follows the internal coverage path instead.	Contact your technical support organization. Request and apply the latest approved combo patch that includes patch 13660. Related document: PSN001293.
071050s Vector, Blocked/Dropped Call	IF: - In a vector, a subroutine contains a route-to step to a VDN (Vector Directory Number), with a condition (if), and - That condition is not fulfilled... THEN: ...The subroutine does not return processing to the main vector, and so any subsequent steps in the main vector do not take effect.	In the subroutine, replace the steps: 01 route-to <VDN> if <condition> 02 return with the steps: 01 goto step 3 if <condition> 02 return 03 route-to <VDN> if unconditionally Alternatively, contact your technical support organization. Request and apply the latest approved combo patch that includes patch 13619. Related document: PSN001297.
071025s Bridging, Softphone	IF: - An IP Softphone in telecommuter mode, or a bridged appearance of that Softphone, is active on a call, and - The Softphone receives a call on its bridged appearance, and - Another endpoint picks up the call... THEN: ...The Softphone continues to ring for 5 rings.	Contact your technical support organization. Request and apply the latest approved combo patch that includes patch 13597. Related document: PSN001330.
070881s Agent, Appliance, Button, Call Center, Endpoint, Hunt Group, Login, Telephone, CMS (Call Management System) / CCR (Contact Center Recording)	IF: - You upgrade to Release 3.1.2 or later of Communication Manager, and - You are running Release 11.1 or earlier of CMS, and - You are using non-EAS (Expert Agent Selection) agents... THEN: ...You can no longer use programmed abbreviated-dialing buttons to log in to hunt groups. The capacities form shows a hunt group maximum of 99 or 999.	Reprogram the abbreviated-dialing buttons. Alternatively, change the dial plan form to accommodate a longer FAC (Feature Access Code), and then add a FAC with a zero at the end. Alternatively, contact your technical support organization. Upgrade to Release 12 or later of CMS. Related document: PSN001307.
070850s Endpoint / Appliance / Telephone, Blocked/Dropped Call, Registration	IF: - On the ip-network-region form, the field Near End Establishes TCP Signaling Socket is set to Yes, and - Also on the ip-network-region form, the field H.323 Security Profiles is set to 'any-auth', and - A 46xx endpoint is using firmware vintage 2.8 load 2755, and - In the path between the server and that 46xx endpoint, there is a Cajun P550 MultiService Switch... THEN: ...The endpoint appears to register, but in fact it never completes registration, so it cannot make or receive calls. Resetting the endpoint does not correct the problem.	Avoid a configuration which puts a Cajun P550 MultiService Switch between the server and a 46xx endpoint running firmware vintage 2.8 load 2755. Alternatively, enable VLAN tagging on the Cajun P550 MultiService Switch to accept a 4-byte larger packet. Another alternative is to roll the 46xx endpoint back to firmware earlier than vintage 2.8 load 2755d.
070720s Media Gateway, Music On Hold, Announcement, EC500, Wireless	IF: - An endpoint with EC500 enabled puts a call on hold, and - The call receives integrated Music On Hold from a G350 or G700 media gateway, and - The EC500 associated with the first endpoint picks up the call by dialing the FNE (Feature Name Extensions) of Held Appearance Select... THEN: ...The call connects, but both parties hear continued Music On Hold.	Contact your technical support organization. Request and apply the latest approved combo patch that includes patch 13501. Related document: PSN001232.

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070517s Vector, Blocked/Dropped Call	IF: - A vector contains a 'queue to 1st/2nd/3rd' step, and - You change that step to 'queue to best'... THEN: ...The 'queue to best' step might not work, resulting in a failed call.	Use 'queue to 1st/2nd/3rd' rather than 'queue to best'. Contact your technical support organization. Request and apply the latest approved combo patch that includes patch 13446. Related document: PSN001263.
070503s Administration, Maintenance, Measurement, Administration	IF: - You run the command 'list measurements ip dsp-resources'... THEN: ...The value provided for %Blk is incorrect.	Contact your technical support organization. Request and apply the latest approved combo patch that includes patch 13424. Related document: PSN001212.
070400s Coverage, Forwarding	IF: - On the coverage form, the field All is set to Yes for either inside or outside calls... THEN: ...The first coverage point does not ring the number of times set for that	On the coverage form, reset the field All to No. Alternatively, contact your technical support organization. Request and apply the latest approved combo patch that includes patch 13417. Related document: PSN001295.
064443s Login, Interchange, Duplication	IF: - You run the Communication Manager command 'disable login' or the bash command 'userlock', and - Then that server becomes the standby server... THEN: ...You might not be able to login into that server because the logins are now locked. If you run the bash command 'userlock -s' on both servers, you see that the login is locked on the standby or inactive LSP/ESS server, but not on the activer server. You cannot enable the login via the Communication Manager command 'enable login' or the bash command 'userlock -u'.	Contact your technical support organization and request that they remove the file /etc/opt/ecs/lockout from the standby or inactive LSP/ESS. Related document: PSN001114.
064314s Endpoint / Appliance / Telephone, Administration, Blocked/Dropped Call, Translation Corruption, Translations	IF: - You administer the first button of an IP endpoint as something other than a call appearance (for instance, abbreviated dialing, or Send All Calls)... THEN: ...An attempt to change or remove that endpoint fails with the message Object In Use; Try Again Later, even though the endpoint is not on a call. After such an attempt, the endpoint cannot make or receive calls.	Avoid administering the first button of an IP endpoint as anything other than a call appearance. If the problem has already occurred, contact your technical support organization. Request help from the corruption group to clear the ca_voice index. Related document: PSN001056.
063994s Alarm, Maintenance	IF: - On the SNMP filter web page, you filter by category, MO-Type, or MO-Location... THEN: ...There are no SNMP traps for ISDN-SGRP (ISDN Signaling Group) alarms.	On the SNMP filter web page, set the filters for major, minor, and warning. Do not filter by category, MO-Type, or MO-Location. Related document: PSN001032.
063761s Adjunct, ASAI, Agent, Call Center, Conference, ISDN, PRI, DS1	IF: - You use ASAI third party selective listen requests... THEN: ...Communication Manager rejects ASAI third-party requests when DS1 signaling is set to ISDN-PRI. As a result, the ASAI agent GUI cannot	Set DS1 signaling to ISDN-EXT. Alternatively, contact your technical support organization. Request and apply the latest approved combo patch that includes patch 12668. Related document: PSN001201.
063692s Blocked/Dropped Call, Call Center, Service Observing, Transfer, Vendor Equipment and Applications	IF: - An endpoint is being service-observed, and - That endpoint receives a call from an Altura PBX, and - The call transfers back to the Altura PBX... THEN: ...The call does not succeed.	Contact your technical support organization. Request and apply the latest approved combo patch that includes patch 12865. Related document: PSN001213.
063449s Call Center, Tone, Agent, Vector, BSR (Best Services Routing)	IF: - BSR (Best Services Routing) polling fails, and - Later in the call, someone accidentally presses a digit... THEN: ...The agent hears a series of digits which sound with equal duration in	Remove the BSR polling step in the vector. Alternatively, add a collect step prior to the queue-to best step, in order to dump all digits in the call buffer. Related document: PSN000984.
063438s Coverage, Messaging / Voice Mail	IF: - If a call comes to a CTI application, and - The call covers to voice mail... THEN: ...The call might continue to appear to the CTI application as an incoming call.	Set the field Send Reroute Request to No for the hunt group associated with voice mail. Related document: PSN001013.

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063254s Endpoint / Appliance / Telephone, Button, Hold, Bridging	IF: - On an XM24 Expansion Module, you set a feature button to be a bridged line appearance, and - In the section of the system-parameters features form for LED settings of a digital station line appearance, you set the LED for that button to flutter, rather than wink, when a call is on hold... THEN: ...Nevertheless the button winks rather than fluttering.	Contact your technical support organization. Request and apply the latest approved combo patch that includes patch 12634. Related document: PSN001135.
061198s AAR and ARS, Call Center, Tone, Tone	IF: - The field Incoming Tone (DTMF) ANI on the trunk group form is set to ANI*DNIS*... THEN: ...In the DNIS (Dial Number Identification Service), an ANI (Automatic Number Identification) string starting with an asterisk (*)	Do not use an ARS FAC in the DNIS. Alternatively, contact your technical support organization. Request and apply patch 11774 or any later patch that includes 11774. Related document: PSN000837.
060520s Call Center, Agent, Hold, Blocked/Dropped Call, H.323 IP, Endpoint / Appliance / Telephone	IF: - An agent on an IP endpoint puts a call on hold, and - The agent then attempts to use the Consult feature of the IC Agent GUI to call another agent, and - The agent then cancels the Consult attempt for any reason... THEN: ...The call on hold drops.	Contact your technical support organization. Request and apply patch 11423 or any later patch that includes 11423. Related document: PSN000695.
060070s Blocked/Dropped Call, Coverage, Forwarding, Messaging / Voice Mail	IF: - A QSIG trunk has Incoming Calling Number Format set to 'locl-pub' or 'pub-unk' on the trunk form, and - A call between servers uses that trunk, and - The call covers to voice mail, specifically Release 5.1 of AUDIX... THEN: ...The call might drop about 8 seconds after connecting.	On the hunt group form, set Send CPN To AUDIX to No. This prevents calls from dropping for this reason, but note that it also means that external calls do not include the number of the calling party.
055147s SIP, Display, Security, Endpoint / Appliance / Telephone, Vendor Equipment and Applications, SIP	IF: - You make a call from a Cisco 7940/7960 endpoint. and - That endpoint has the local Caller ID Block feature enabled... THEN: ...The called endpoint nevertheless displays your number.	Use the Calling Number Block FNE in Communication Manager, rather than the local feature on the telephone.
054534s , ESS (Enterprise Survivable Server), Maintenance, TN Circuit Pack, Upgrade, Wireless	IF: - Your configuration includes a DWBS (DEFINITY Wireless Business System) circuit pack TN789 (Radio Controller), and - You have upgraded to Release 3.1 of Communication Manager... THEN: ...The TN789 might be out of service.	Busy and release the circuit packs after the upgrade is complete.
054355s TTI (Terminal Translation Initialization), Administration	IF: - Two endpoints are each using a TTI port, and - You attempt to swap the TTI ports using the TTI merge FAC, so that each endpoint uses the TTI port previously used by the other... THEN: ...The attempt succeeds for one endpoint, but the second endpoint has no dial tone.	Unplug the telephone at the second endpoint and plug it back in. Then merge it with the desired TTI port.
052248s Media Gateway, Quality of Service, H.248 IP	IF: - A narrow WAN (Wide Area Network) link to a remote office terminates to a G350 or G250 Media Gateway... THEN: ...Calls on the media gateway might experience jitter (choppy voice transmission), voice transmission delay, and interrupted voice transmission.	Set the DSCP/CoS values for audio and signaling on the media gateway to 46/6 and 34/7, respectively. To do this, you can: - use the commands 'set qos bearer' and 'set qos signal' on the media gateway; or - set the values on the ip-network-region form for the region containing the media gateway, and then run the command 'set qos control remote' on the media gateway. To see what the local (media gateway) and remote (primary server) values are, and which values are in use, run the command 'show qos-rtcp' on the media gateway.
052044s Administration, Login, SNMP	IF: - You attempt to use the command 'change permissions acpsnmp'... THEN: ...The command might not work.	From the maintenance web pages, shut down the server and then restart it.

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051675h ISDN, Modem, Media Gateway, Blocked/Dropped Call, H.248 IP	IF: - You have an ISDN Multitech modem (IWAY version 3.34L of MTA128NT) on a G350 or G250 Media Gateway, and - The modem is operating at 230Kb/sec full duplex, and - The modem has been transmitting voice traffic for about half an hour OR has been transmitting packets of about 64 bytes or smaller for a few minutes... THEN: ...The modem goes out of service.	Reboot the modem. You can reduce the frequency of this issue by avoiding the use of the modem for routing VoIP bearer traffic. Watch for a newer version of MTA128NT from Multitech that remedies this issue.
051490s Administration, Maintenance	IF: - You are working in Communication Manager via a Web browser, and - The time is approximately 4:00 AM... THEN: ...The browser might stop working. This results from a rare race condition during automatic rotation of log files at 4:02 AM.	Contact your Technical Services Organization to check and restart the web services. To avoid this situation, do not work in Communication Manager via a Web browser between 4:00 AM and 4:05 AM. Related document: PSN000355.
045049s License	IF: - Communication Manager is in night mode, and - You attempt to load a license file... THEN: ...You receive the message Command Failed; License Not Compatible With System Configuration.	Take Communication Manager out of night mode before loading the license file. Related document: PSN000149.
040474s Endpoint / Appliance / Telephone, Firmware Download, File Transfer, Maintenance	IF: - The firmware release for an IP endpoint contains a period followed by a zero ("0"), and - You run the command 'status station' or 'list registered-ip-stations' for that endpoint... THEN: ...The output omits the zero in displaying the version number. For instance, firmware release 1.04 inaccurately appears in the output as Prod Rel (Product Release) 1.4.	At the endpoint, press the Mute, View, and # buttons to see the accurate firmware release number.
033854s Maintenance, Firmware Download, File Transfer, Endpoint / Appliance / Telephone	IF: - An endpoint reports that it already has a given release of its firmware, and - You attempt to download the same firmware again... THEN: ...The endpoint does not accept the attempt, regardless of the download	To re-download a given release of firmware to an endpoint that already has that firmware, first download a different release, and then download the desired release.
033556s Networking, Tone, H.323 IP, Trunk, SIP, Endpoint / Appliance / Telephone	IF: - The DTMF method for a signaling group is set to 'in-band' or 'in-band-g711', and - An IP endpoint makes a call over and IP or SIP trunk in that signaling group... THEN: ...DTMF tones cannot be sent to the far end.	Set the method of DTMF for the signaling group to 'rtp-dtmf-payload'.
030208s System Reset, Upgrade, Endpoint / Appliance / Telephone, Maintenance	IF: - A DCP endpoint is associated with an IP Softphone, and - Communication Manager undergoes an upgrade or a reset system 3, 4, or 5... THEN: ...The endpoint cannot dial.	On the station form for the DCP endpoint, set the port to be "DCP Port". Alternatively, if TTI (Terminal Translation Initialization) is enabled, do a TTI or PSA (Personal Station Access) associate. Related document: PSN000087.
025337s Maintenance, Modem	IF: - Someone is logged in via the modem, and - You attempt to use the command 'testinads' or 'testmodem'... THEN: ...The attempt does not succeed, because the modem is busy.	Schedule the command to run later via the Linux shell, using the command 'at'. For instance: at now + 3 minutes at> testinads at> ^d
025227s Administration, Maintenance, TN Circuit Pack	IF: - A slot is unadministered and physically empty, and - You use the command 'reset board' for that slot... THEN: ...The system appears to accept the command, and can take several minutes before it eventually returns a test failure.	Do not use the command 'reset board' on an empty slot.
022137s Maintenance, File Transfer, Backup/Restore	IF: - You back up data to a DOS-based ftp server, and - You look for the data via the web menu option View Restore Data... THEN: ...The backup is not visible.	Look for information about backups to that server under the web menu option View Backup Log.

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022021s Maintenance, Alarm, Media Gateway, H.248 IP	IF: - An alarm LED indicates a problem with a G700 Media Gateway, and - You verify that no such problem condition exists... THEN: ...The LED nevertheless remains on.	If the LED remains on even after you verify that no alarms are present, check that the LED panel board is correctly seated.
021967s Endpoint / Appliance / Telephone, ISDN, H.323 IP, Trunk, Media Gateway, Blocked/Dropped Call, H.248 IP	IF: - A Remote Access call comes into a server over an ISDN trunk rather than an H.323 IP trunk, and - The call goes back out of the server to an endpoint connected via a CO trunk in a G700 media gateway... THEN: ...The connection to the endpoint fails.	Administer Remote Access calling not to use ISDN trunks.
021923s Reliability, Maintenance, LSP (Local Survivable Processor), Upgrade, Registration, Endpoint / Appliance / Telephone	IF: - You upgrade the primary controller... THEN: ...The endpoints unregister from the primary controller and can potentially register with a local survivable processor (LSP).	Shut down all LSPs before upgrading the primary controller.
021533h Networking, Maintenance, Media Gateway, File Transfer, H.248 IP	IF: - An Embedded Web image has been downloaded to the P330 in a G700 Media Gateway... THEN: ...The version in bank A (where that image resides) appears as 0.0.0.	To see the version number of the Embedded Web image, use the 'dir' command. Look at the version number for the EW_Archive.
021530s Administration, Reliability, Endpoint / Appliance / Telephone, LSP (Local Survivable Processor), Display	IF: - An LSP (Local Survivable Processor) is in a time zone different from that of its primary server, and - That LSP takes over call processing... THEN: ...The time displayed on the endpoints is inaccurate.	Administer the LSP to be in the same time zone and have the same time as the primary server. In the web pages on the LSP, set the time zone and time accurately.
021314s Call Center, Service Observing, Button, Talkpath, Endpoint / Appliance / Telephone, Blocked/Dropped Call	IF: - A local service observer is in listen/talk mode, and - The service observer presses the VOA (VDN of Origin Announcement) button... THEN: ...The observer's talkpath might be lost. When this occurs, the Service Observing button continues to flash as if it is still in listen/talk mode.	To recover the talkpath, the service observer can toggle the Service Observing button to Listen Only and then back to Listen/Talk.
021127h Networking, Call Center, Trunk, Media Gateway, H.248 IP	IF: - A call uses an analog trunk on a G700 Media Gateway, and - The caller hangs up... THEN: ...The trunk might be idled before the network returns a disconnect confirmation from the other end of the call. If the trunk is carrying a high call rate, as in a call center, there is risk of re-using that trunk before it is actually available.	Increase the Incoming Glare Guard and Outgoing Glare Guard timers on the central office trunk group form.
020442s Administration	IF: - You want to update one or more items in a server's configuration... THEN: ...You must go through the entire list of items in the Configure Server web pages to find the desired item to change.	Go through the list.